

Index to Volume 13 (1993)

<i>Articles</i>	<i>No./page</i>
Armistead, Colin G. and Graham Clark , Resource Activity Mapping: The Value Chain in Service Operations Strategy	4.221
Baró, Ezequiel and Antoni Soy , Business Service Location Strategies in the Metropolitan Region	2.23
Bishop, Paul , The Changing Structure of Estate Agency	4.307
Bonamy, Joël and Peter Daniels , Firm Organisation and Spatial Dynamics	2.69
Boaden, R.J. and B.G. Dale , Managing Quality Improvement in Financial Services: A Framework and Case Study	1.17
Bryson, John, David Keeble and Peter Wood , The Creation, Location and Growth of Small Business Service Firms in the United Kingdom	2.118
Button, Kenneth , International Interdependencies between the Deregulation of Domestic Service Industries: A Case Study of Aviation in North America	3.55
Chaston, I. , Delivering Customer Satisfaction within the SME Client-Banker Relationship	1.98
Cuadrado-Roura, Juan R. and Luis Rubalcaba , Regional Trends in Business Services Supply in Spain	2.51
Davies, Barry J. and Peter Jones , The International Activity of Japanese Department Stores	1.126
Dibb, Sally and Lyndon Simkin , Strategy and Tactics: Marketing Leisure Facilities	3.110
Edgett, Scott and Stephen Parkinson , Marketing for Service Industries - A Review	3.19
Edvardsson, Bo and Jan Mattsson , An Experience-Based Measure of Service Quality	4.289
Edvardsson, Bo, Leif Edvinsson and Harry Nystrom , Internationalisation in Service Companies	1.80
Flynn, Leisa Reinecke and Ronald E. Goldsmith , Identifying Innovators in Consumer Service Markets	3.97
Forward, Jim and Christina Fulop , Elements of a Franchise: The Experiences of Established Firms	4.159

INDEX TO VOLUME 13 (1993)	345
Freathy, Paul , Developments in the Superstore Labour Market	1.65
Hardwick, Philip , Cost Economies in the Life Assurance Industry	4.240
Howcroft, Barry and Antony Beckett , Changes in UK Bank Branch Networks: A Customer Perspective	4.267
Illeris, Sven and Jean Philippe , Introduction: The Role of Services in Regional Economic Growth	2.3
Johnston, Robert and Richard Bryan , Products and Services – A Question of Visibility	3.125
May, Nicole , Services and Space: A Few Research Prospects	2.144
Mayère, Anne and François Vinot , Firm Structures and Production Networks in Intellectual Services	2.76
Mitchell, V-W. and M. Greatorex , Risk Perception and Reduction in the Purchase of Consumer Services	4.179
Monnoyer, M. Christine , Consultancy Companies and their Regional Plants	2.107
Morgan, Robert E. and Sanjay Chadha , Relationship Marketing at the Service Encounter: The Case of Life Insurance	1.112
Moulaert, Frank and Camal Gallouj , The Locational Geography of Advanced Producer Firms: The Limits of Economies of Agglomeration	2.91
Moutinho, Luiz, Bruce Curry and Fiona Davies , Comparative Computer Approaches to Multi- Outlet Retail Site Location Decisions	4.201
Mullins, Laurie J. , The Hotel and the Open Systems Model of Organisational Analysis	1.1
O'Farrell, P.N., D.M. Hitchens and L.A.R. Moffat , The Competitive Advantage of Business Service Firms: A Matched Pairs Analysis of the Relationship between Generic Strategy and Performance	1.40
Penn, Roger and Betty Worth , Employment Patterns in Contemporary Retailing: Gender and Work in Five Supermarkets	4.252
Robinson, Olive , Employment in Services: Perspectives on Part-time Employment Growth in North America	3.1
Schneider, Ondrej , The Problems of the Development of the Service Sector in Czechoslovakia	2.132
Senn, Lanfranco , Service Activities, Urban Hierarchy and Cumulative Growth	2.11

Sjoholt, Peter , The Dynamics of Services as an Agent of Regional Change and Development: The Case of Scandinavia	2.36
Stern, Barbara B., Stephen J. Gould and Sonia Tewari , Sex-Typed Service Industries: An Empirical Investigation of Self-Service Variables	3.74
Storey, Christopher and Christopher Easingwood , The Impact of the New Product Development Project on the Success of Financial Services	3.40
<i>Book Reviews</i>	1.139, 2.169, 3.137, 4.332
<i>Books Received</i>	1.161, 2.185, 3.157, 4.344
<i>Current Research</i>	1.133, 2.156, 4.317